

ONI Budget Advisory Committee: Program Summary

December 2015

Organization / Program title

RESOLUTIONS NORTHWEST, Community Mediation & Facilitation
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Briefly describe the program funded with city dollars

Resolutions Northwest's city contract funds two community-based programs – **Mediation & Facilitation**. Both programs empower individuals and communities to work together to make decisions that meet both individual and collective needs. Through our volunteer training program our work builds community capacity to thoughtfully deal with local issues and builds civic leadership and engagement around working through difficult conversations. A city that works is a city in which people can work together – our goal is to support people in working together more effectively.

Mediation

The City of Portland has been funding Neighborhood Mediation for over 30 years; RNW has been the provider of the services for the past 11 years. The Mediation Program has two goals:

1. To offer conflict resolution education and training to the community
2. To provide mediation services to neighbors in conflict

Facilitation

RNW has been providing Facilitation services for the past 10 years; and in 2008 we restructured to provide more dedicated facilitation services to the community. The Facilitation Program has two goals:

1. To build community capacity in effective group processes through training
2. To support communities in conflict with inclusive, collaborative and participatory decision making processes

Both of our programs rely on a large and growing pool of professionally trained and mentored community volunteers, who take leadership in working with individuals and community groups.

Major activities and accomplishments during current budget cycle (ending June 30, 2015). If accomplishments planned were not achieved, please describe the challenges/reasons.

Community Education & Capacity Building

This fiscal year RNW conducted 172 hours of conflict resolution and facilitation training in the community, reaching 341 community members.

Mediation

In 2014-15, we trained 12 new volunteer mediators. Volunteer mediators spend 38 hours in our initial basic mediation training and then 3 hours/week for a year engaged in advanced experiential training while handling case development and mediations for clients. During the 2014-2015 fiscal year, RNW drew from over 58 active volunteers to provide services to over 748

community members. Together, our junior and senior volunteers managed 374 neighborhood disputes; dedicating 1675 hours to case development, conflict conciliation and joint session. The types of disputes resolved include harassment, boundaries, foliage, trespassing, noise, roadway improvements, property maintenance, and animal complaints. Many of these livability issues are outside the scope of law and code enforcement, and without mediation, people have no other option but to live with anger, stress, threats, annoyance, insecurity, and animosity or to escalate the conflict and litigate. Client satisfaction rate immediately after mediation sessions and 3-6 months later averages 96%.

Facilitation

Our facilitation volunteers collectively contributed 394 hours to serving nearly 2092 community members. Our Facilitation Program helps build capacity in neighborhood associations, coalitions and community groups to more effectively run meetings, make collaborative decisions, engage with each other and the city around controversial issues, and impact public decisions.

Volunteers

In addition to the above-mentioned hours, volunteers contributed another 245 hours in outreach, training, office support, and observations, totaling 2314 hours to the community during the fiscal year 2014-2015, amounting to \$74,395 of in-kind contributions. This is the equivalent of 1.5+ FTE.

Outreach

Over the course of the 2014-2015 fiscal year, Resolutions Northwest, together with our volunteers reached 8892 people in outreach activities including events, presentations and media coverage.

Training

In addition to basic mediation (38 hours) and basic facilitation (20 hours) trainings, RNW offers over 53 hours of advanced training for volunteers. Last year 154 volunteers participated in these advanced workshops.

What Our Clients Say

As part of our service delivery, RNW surveys our clients post-mediation and then 3-6 months later to ensure that our services continued to meet the community need. Below are a few client comments about their mediation experience with RNW:

- *There was not real conflict but a misunderstanding.*
- *Thank you for your help. I do appreciate everything.*
- *Nothing ends things perfectly but I am happy with how it ended nonetheless.*
- *Great that this is here.*
- *Renee was especially awesome and her validation was healing.*
- *This is my 2nd time using mediation - it is very helpful.*
- *Very constructive.*

- *Positive - allowed expression, felt heard. Eye-opening.*
- *In this particular situation, it has opened up communication.*
- *It has helped with our relationship and relieved issue.*

Comments from a community facilitation:

- *The facilitators did a great job keeping a heated discussion neighborly and as productive as possible.*
- *Your ability to synthesize what's been said is fabulous*

Comments from training participants:

Microaggressions Workshop:

- *This was a fantastic educational experience.*
- *Realizing that micro aggressions are not always intentionally hurtful and they come in all types, not only racial.*
- *Your patience and non-judgmental attitudes were beautiful and inspiring.*

Summary of program budget and staffing

FY 07-08 Contract: \$276,016

FY 08-09 Contract: \$257,859

FY 09-10 Contract: \$244,966 (\$106,309 shifted to one-time only funding)

FY 10-11 Contract: \$234,763 (\$101, 418 one-time only funding)

FY 11-12 Contract: \$237,734 (one-time only funding shifted back to general fund**)

FY 12-13 Contract: \$233,570

FY 13-14 Contract: \$239,762 (plus \$28,000 for school RJ work formerly funded by Violence Prevention Office)

FY 14-15 Contract: 239,762 (plus \$28,000 for school RJ work formerly funded by Violence Prevention Office)

Staffing: includes Neighborhood (1.7 FTE) and Facilitation (.5 FTE) Program staff, with supervision management and administrative support from the Director of Equity and Community Programs, Executive Director and Executive Assistant (.6 FTE). Our Spanish Language Mediation Specialist (.22 FTE) also provides program support for Spanish speaking clients and volunteers.

Volunteers: 2314 hours (estimated) @ \$32.15/hour* = \$74,395 = over 1.5 FTE

*Current federal mediation volunteer hourly rate

Notes:

In addition to the volunteer hours, this funding leverages \$90,155/year from the Oregon Office of Community Dispute Resolution and allows us to meet our match requirements under that grant.

Partnerships with other organizations

RNW partners with Neighborhood Associations and Coalitions, Africa House/IRCO, Urban League, DCL Partners, Portland Police Bureau, Multnomah County Animal Control, Portland Parks and Recreation, Portland Water Bureau, Metro Collaborative Group (local dispute resolution centers),

Oregon Office of Community Dispute Resolution, Community Alliance of Tenants, HAP, Programa Hispano, Ortiz Center, CAT, Sisters of the Road, REACH, Hacienda CDC, Latino Network, Portland Parent Union, City Arborist, VOZ Workers Rights Project, Promotores de Salud, Community Capacitation Center, Portland State University Conflict Resolution Program, Marylhurst University, Ready to Rent, NW Family Services, City of Portland Ombudsman Office.